



Continuous Improvement

Organisational Area

RTO
Organisation

Authorisation

This procedure was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 5th September 2015.

Review Date

This Procedure will be reviewed annually or sooner if required.

Scope

This procedure applies to POCH&LCI Board of Management, Manager, Staff, Trainers, and Assessors at Park Orchards Community House & Learning Centre Inc. (POCH&LCI)

This procedure also applies to Students who are enrolled in courses at POCH&LCI.

Objective

The purpose of this procedure is to outline the process for the management of continuous improvement through the collection and analysis of relevant data, and implementing the changes required.

This procedure applies to all data collected by the organisation that is relevant to the quality of training and assessment, client services and the RTO management system.

This data consists of but is not limited to client satisfaction surveys, interviews with clients/industry, complaints, appeals, staff meetings, internal audits, external audits, course reviews, moderation and validation and staff performance appraisals.

Trainers, assessors and staff members are responsible for the collection and analysis of data and having input into continuous improvement register.

Procedure

A summary of Park Orchards Community House & Learning Centre continuous improvement process, co-ordinated by the Accredited Training Coordinator and overseen by the Manager is outlined below:

Internal Audit

- In accordance with the AQTF compliance checklist, the accredited training coordinator and manager will conduct an internal audit each year
- They record evidence of compliance with each standard.
- Areas of non-compliance are identified and an action plan for rectification is prepared.
- Areas of audit actions are recorded in the Continuous Improvement Record.



Student Surveys

- A survey of all participants will be conducted midway through and upon the completion of each course.
- Students will complete the POCH&LCI survey and the AQTF Learner Satisfaction Survey
- The results of these surveys will be analyzed and documented by the accredited training coordinator, and recommendations made.
- Any actions for change are recorded in the Continuous Improvement Record.

Industry Surveys

- On the completion of each work placement POCH&LCI will survey employers and workplaces who have participated with training, seeking information on the quality of delivery and assessment and the adequacy of the training their work placement student received.
- The results of these surveys will be analyzed and documented by the Accredited Training Coordinator and recommendations implemented.
- Any actions for change are recorded in the Continuous Improvement Record.

Review of Policy and Procedures

- At least every four years, Park Orchards Community House & Learning Centre will review its policies and procedures, including student records systems to ensure that they are still current, relevant and accurate.
- This review will be co-coordinated by the Manager who will update policies and procedures as appropriate.
- This review will be conducted on a continuous basis over the four year period.

Staff meetings

- Administration staff meetings will be held fortnightly and any issues or concerns regarding the RTO will be discussed and documented
- Items identified as requiring change will be actioned and documented in the continuous improvement register
- The Accredited Training Coordinator shall co-ordinate a meeting of all trainers, assessors and other RTO staff involved in the delivery of programs at the completion of each accredited course.
- These meetings will involve a discussion of all aspects of the RTO operations, including:
 - Policies and Procedures
 - Participant and industry surveys
 - Delivery issues
 - Validation and moderation of assessment
 - Customer complaints and appeals
- These meetings may be held in whatever form is appropriate. The Accredited Course Coordinator will ensure that minutes of these meetings are maintained.

Monitoring of Staff Performance and Professional Development

- Once a year the manager will conduct staff and Trainer/Assessor performance appraisals to ensure competency in the delivery of accredited courses.
- The Accredited Training Coordinator will document any professional development undertaken by Trainers/Assessors and identify any future PD requirements.
- Each year the Accredited Training Coordinator will check Trainer/Assessor files and ensure all relevant documents are on file and that the trainer qualifications and vocational experience continue to be current and relevant to training.
- Trainers/Assessors feedback will be sought at the end of each Course. Suggestions and recommendations will be documented and changes required will be implemented and listed on the continuous improvement register.



Complaints and Appeals

POCH&LCI has a Complaints and Appeals Policy and Procedure to ensure that student complaints are dealt with fairly, consistently and promptly. POCH&LCI views student complaints as not only providing insight into student levels of satisfaction but also as an opportunity to review and improve its policies and practices.

- Issues identified through any of the above methods or by POCH&LCI staff members are to be written up on the Continuous Improvement register, when actions have been completed.
- If actions for change are not approved and implemented, feedback will be given to the person initiating the request or complaint, wherever possible.

Continuance Improvement Register

The Accredited Training Coordinator

- Records feedback received from staff, students, or industry in the register.
- Identify areas of action from register.
- Record any areas of audit actions in the Continuous Improvement Record.

Industry Consultation

- Delivery and Assessment plans are prepared by the Accredited Course Coordinator in accordance with the training package requirements.
- Delivery and Assessment plans are to be reviewed annually by POLCH&LCI staff who have an industry background.
- Any recommendations arising from the review are to be discussed and included in the continuous improvement record for action.

Related Documents

Continuous Improvement Policy
Complaints and Appeals Policy
Complaints and Appeals Procedure
Student Welfare Policy
Student Feedback Policy
Student Feedback Procedure